Representative Guide for Communication Utility

Sending Communication by Secure Website

Office of Disability Adjudication and Review

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ODAR COMMUNICATION UTILITY INSTRUCTIONS

The Communication Utility (CU) is a new tool which allows external users to securely send a one-way communication to a specific Hearing Office (HO).   All communications sent through the CU are sent to an administrative mailbox of the selected HO. The CU is intended for ***non-case*** related communications, such as a change of address for a representative or a representative's schedule.

The CU is not a utility to send the HO electronic evidence; as such evidence is not routed to the Electronic Folder. Any ***case-related*** documents MUST be submitted via the Electronic Records Express (ERE) website or another method such as fax or mail.

New User Instructions for the Communication Utility

Logging In

1. Open an Internet browser (such as Internet Explorer or Netscape).

2. In the address window type in: http://eme.ssa.gov (do not type "www.").

3. Once you have this page up, click on "Favorites"
   - Click "Add to Favorites"
   - Where it says name, type in "ERE Website" and click the **OK** button.

4. Enter your **case-sensitive** Username and Password
   NOTE: The Office of Disability Adjudication and Review (ODAR) will assist you in obtaining a Username and Password.

5. Click the **LOGIN** button.
   NOTE: Users should be aware that, after three failed attempts to sign in, their account will be locked. If this occurs, additional assistance may be obtained online by sending an email to EE Techical Support or calling 1-866-691-3061. You may also report problems to ODAR Rep Mail.

Social Security Administration

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Electronic Records Express Login

Authentication failed. You have used an invalid User ID or invalid Password

Acknowledgement for Website Access

I understand that the Social Security Administration will validate the information I provide against the information in Social Security Administration's systems.

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my User ID.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

By entering your User ID, Password and clicking on the "Login" button, you certify that you have read, understand and agree to the above statements.

User ID [   ]
Password [   ]
[Login] [Cancel]

Note: -Password is case sensitive
-System will time-out after a half-hour of inactivity

If you need assistance with **Social Security,** please contact **them** via email: **SSA.Comments@ssa.gov**.

Information about socialsecurity's Online Policies

The privacy of our customers has always been of utmost importance to the Social Security Administration. Our first regulation, published in 1937, was written and published to ensure your privacy. Our concern for your privacy is no different in the electronic age.

- Details of socialsecurity's Online Privacy Policy
- Details of socialsecurity's Online Security Policy
- The Privacy Act and The Freedom of Information Act
- Paperwork Reduction Statement

6. If this is the first time you are logging into the ERE website, you will be required to change your password; this is a security feature.
   o The Change Password page should automatically appear. You can also access the "Change Password" option from the ERE Home Page (scroll down and the "Change Password" option is on the left side of your screen).

o Enter the password you were given by ODAR in the old password window.
o Enter a <u>new password</u> that is <u>at least 7 characters long and includes both letters and numbers</u>. Confirm your new password by entering it again in the last box. Remember that your Username and Password are **case sensitive**.
o Your password will expire every 90 days and you will be prompted to change your password; the screen below will appear after you login.

NOTE: You are given three attempts to enter your password. After the third attempt you will be locked out. If you are locked out of the website, you will need to send an email to <u>EE Account Info</u>.

When you have changed your password after your first login, you may proceed with sending a secure one-way communication to ODAR.

Note: The ERE Home Page lists a number of electronic transmission features. Only the "**Communication Utility**" under "Communication Services" and "**Send Response for Individual Case"** under "Evidence Submission Services" are available for ODAR users at this time.

7.   Entering a correct Username and Password will bring you to the ERE Home Page.

Getting Started

At the **Home Page** click on the **Communication Utility** link under in the Communications Services section.

This will bring you to the Communication Utility page.

Step 1: Click on the drop-down menu to select the HO where you wish to send the communication. Enter the subject of the communication in the SUBJECT box.

Step 2: If you are attaching a document, select the "Browse" button to select the file you want to send. To send additional files, select the "Add Another File". The file(s) you are sending cannot exceed 5 megabytes in size.

NOTE: DO NOT SEND DOCUMENTS THAT ARE CASE RELATED. The communication utility is for general information purposes only.

Step 3: If you are including a narrative, enter your text message here.

Step 4: Click the Submit button to send your message. You will get a confirmation indicating your message has been sent.

Change Your Email Address:

If your email address shown on the ERE website Home page (in the User Information box) is incorrect, take the following steps to correct:

Step 1: Select the 'Change' link within the User Information box.

Step 2: Enter your new email address within the 'Email' field.

Step 3: Select the 'Submit' button to forward the change.

Step 4: A Confirmation Email will be sent to your new email address once the change is processed.

Access Keys:

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button	Access Key
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit	w
Home	m
Prior	p
Send Another Report	r
Send Another Response	r
Submit	b
Try Again	g

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note:
1. To use these keys select the "Alt" button on your keyboard and the access key simultaneously.
2. **Internet Explorer 6 Browser Users Only:** In order to trigger the "Browse" button on the Electronic Records Express Submission pages you will need to use the space bar if you are using keyboard access.